



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**MCC Telephony of Illinois, Inc.**  
**for quarter ending December 31, 2008**

| <b>Performance Data</b>  | <b>October</b> | <b>November</b> | <b>December</b> | <b>Quarterly Average</b> |
|--|----------------|-----------------|-----------------|--------------------------|
| <b>A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]</b>          | 8.09           | 8.47            | 7.20            | 7.92                     |
| <b>B. Operator Answer Time - Information [730.510(a)(1)]</b>                     | 2.30           | 2.30            | 7.92            | 4.17                     |
| <b>C. Repair Office Answer Time [730.510(b)(1)]</b>                              | 21.71          | 8.10            | 14.14           | 14.65                    |
| <b>D. Business or Customer Service Answer Time [730.510(b)(1)]</b>               | 21.71          | 8.10            | 14.14           | 14.65                    |
| <b>E. Percent of Service Installations [730.540(a)]</b>                          | 100.00%        | 100.00%         | 96.00%          | 99.00%                   |
| <b>F. Percent of Out of Service Lines Repaired in &lt; 24 Hours [730.535(a)]</b> | 100.00%        | 100.00%         | 100.00%         | 100.00%                  |
| <b>G. Trouble Reports per 100 Access Lines [ 730.545(a)]</b>                     | 9.00 *         | 10.00 *         | 10.00 *         | 9.67 *                   |
| <b>H. Percent Repeat Trouble Reports [730.545(c)]</b>                            | 19.00%         | 22.00% *        | 16.00%          | 19.00%                   |
| <b>I. Percent of Installation Trouble Reports [730.545(f)]</b>                   | 15.00%         | 15.00%          | 18.00%          | 16.00%                   |
| <b>J. Missed Repair Appointments [730.545(h)]</b>                                | 65             | 58              | 22              | 48                       |
| <b>K. Missed Installation Appointments [730.540(d)]</b>                          | 57             | 43              | 25              | 42                       |

**Comments**

Credits listed in section c (bottom section) include credits given to foster a positive relationship between company and customer, even when company met the IL requirement for install or repair (top section, lines E and F).



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

---

**MCC Telephony of Illinois, Inc.**  
**for quarter ending December 31, 2008**